

408: Monitoring and Evaluation of the LTCOP

In keeping with the principles of quality improvement, the activities and outcomes of the LTCOP shall be evaluated.

- A. The Regional Ombudsman shall evaluate the performance of the Regional LTCOP at least annually. This report shall be completed no later than August 1 of each year and shall include a review of activities and components of the Regional LTCOP. The evaluation shall be shared with the Office, the AAA, the provider agency, and other interested parties upon request.
- B. The Office shall maintain activities and complaint data for the statewide LTCOP regarding service components. Such data is to be analyzed by the Office to determine the most effective ways to serve residents, to determine trends in separate service components and the overall system of long term care services in the state, to evaluate the resource needs of the LTCOP, and to evaluate the performance and effectiveness of each Regional LTCOP and the Illinois LTCOP.
- C. The Office shall make aggregate complaint and activities numbers as well as the analysis completed in Section 408(B) of this Manual available in the Office's Annual Report and at other times as the SLTCO deems appropriate.
- D. The Office shall provide information regarding these numbers and analysis completed in Section 408(B) of this Manual to Regional Ombudsmen, AAAs, provider agencies, and other interested parties upon request.
- E. The Office shall review, at least annually, the activities and complaint data of the statewide program and each Regional LTCOP, together with the Regional LTCOP Annual Services Plan to evaluate program performance.
- F. The Office shall make periodic site visits to monitor the Regional

LTCOP's performance and provide technical assistance and support to Regional LTCOPs as deemed necessary by the Office.

- G. The Office shall submit a quarterly progress report to the Director of IDoA.
- H. For purposes of state monitoring of the Ombudsman Program, the state agency shall adhere to 45 CFR 1321.11 as now or hereafter amended.